## ABSTRACT OF THE DISCLOSURE

A method and apparatus for extensible real-time workflows are described. The

5    present invention allows a user of a transaction processing system, such as a customer

relationship management (CRM) tool or an automatic call distribution (ACD), for

example, to easily add new event sources without recompiling the core workflow server

engine of the transaction processing system. The invention also supports features such as

the adding of new services, the exchange of events and parameters with other systems,

10   real-time collection and display of workflow statistical information, the use of a

centralized configuration database, incremental loading and unloading of workflows and

rules, and exception handling.